

WHAT IS CLAIMED IS:

1. A computer-implemented method of collecting client contact data, comprising:

opening a client ticket session to create a client ticket;

supplying the client ticket with information; and

closing the client ticket session after a predetermined time, and once the client ticket session is closed, precluding further alteration of the client ticket.

2. The computer-implemented method of claim 1 wherein supplying the client ticket with information comprises:

providing client identification information to associate the client ticket with a client;

and

associating an item with the client ticket.

3. The computer-implemented method of claim 2, wherein supplying the client ticket with information further comprises:

associating a trade-in item with the client ticket.

4. The computer-implemented method of claim 2, wherein associating an item with the client ticket comprises:

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8. The computer-implemented method of claim 1, wherein supplying the client ticket with information comprises:

utilizing a computing device to review a client communication and automatically parse a relevant set of information to be transferred to the client ticket; and transferring the relevant set of information to the client ticket.

9. The computer-implemented method of claim 1 further comprising an initial step of:

obtaining a qualified client contact which is characterized by an instance of interaction with a client that can reasonably be construed as a sale opportunity.

10. The computer-implemented method of claim 9, wherein supplying the client ticket with information further comprises:

supplying the client ticket with information pertaining to the qualified client contact.

11. The computer-implemented method of claim 10, further comprising:

repeating said receiving, opening, supplying and closing steps for a plurality of additional qualified client contacts.

12. The computer-implemented method of claim 11, further comprising:

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13. The computer-implemented method of claim 12,
further comprising:

14. The computer-implemented method of claim 1,
further comprising:

15. The computer-implemented method of claim 14, wherein storing the informational overview of the client ticket session further comprises:

16. The computer-implemented method of claim 15,
further comprising:

repeating the steps such that a plurality of
informational overviews are stored in the

database with an indication of when an associated client ticket session was opened.

17. A computer readable data storage device storing computer implementable steps, which, when executed cause a computer to:

open, in response to a user input, a client ticket session, thereby triggering creation of a client ticket;

display a screen prompting the user to associate the client ticket to a client;

display a screen prompting the user to associate the client ticket to a product; and

close the client ticket session after a predetermined time, and once the client ticket session is closed, precluding further alteration of the client ticket.

18. A computer-implemented method of recording and tracking interactions between an automobile sales organization and one of its customers, the method comprising the steps of:

obtaining a qualified client contact which is characterized by an interaction between the automobile sales organization and the customer that can reasonably be construed as a sale opportunity;

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opening a client ticket session to create a client ticket;

supplying the client ticket with information pertaining to the qualified client contact; and

closing the client ticket session after a predetermined time, and once the client ticket session is closed, precluding further alteration of the client ticket.

19. The computer-implemented method of claim 18, further comprising:

repeating said obtaining, opening, supplying and closing steps for a plurality of additional interactions between the automobile sales organization and the client.

20. The computer-implemented method of claim 19, further comprising:

storing within a database, for each client ticket session, an informational overview that generally archives a collection of events and input information that corresponds to an associated client ticket session; and

storing with each informational overview an indication of when the associated client ticket session was opened.

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21. A system for collecting client contact data, comprising:

means for opening a client ticket session to
create a client ticket;

means for supplying the client ticket with
information; and

means for closing the client ticket session
after a predetermined time, and once the
client ticket session is closed, precluding
further alteration of the client ticket.

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